

SELF ASSESSMENT REPORT

Name of County: **Fond du Lac County**

Date Completed: **March 20, 2009**

Written By: **Diane Fett**

If an onsite year, list five dates your county has available for the on-site visit:

If not an on-site year, please list five dates your county can meet with RESource to update your PIPP:

Tuesday, May 12th or May 19th, Wednesday, May 6th, or Thursday, May 14th or 21st at 9 AM.

State Outcome #1: Infants and toddlers with developmental delays are identified and evaluated for early intervention services

*SPP Indicator 5: % of infants and toddlers birth to one year with IFSPs compared to other states and national data. **Target 1.18 %***

1. Based on October 1 child count data for your county, how many of the children are between birth and one year of age?

Based on the October 1, 2008 Child Count, there were 11 children receiving early intervention services who were between birth and one year of age. The State target for Fond du Lac County is 15 children under the age of one expected to be served.

2. Compare response to Question 1 with county birth rate data to determine the percentage of children served in Birth to 3 that are between birth and one year of age.

Based on the October 1, 2008 Child Count, Fond du Lac County served .88% of children birth to one year of age. The State target is to serve 1.18% of children birth to one year of age.

*SPP Indicator 6: % of infants and toddlers birth to 3 years with IFSPs compared to other states and national data. **Target 2.86%***

3. What is the total number of children on your October 1 count?

The State data shows that on October 1, 2008, there were 89 children receiving early intervention services in Fond du Lac County. Our records show that there were 90

children. Apparently children who were opened in another county were not included in the Child Count.

4. Compare response to Question 3 with county birth rate data for 3 years to determine the percentage of children served in Birth to 3.

Fond du Lac County has a total population of 3,612 children who are under three years of age. In total, 2.46% of 3,612 (89) children were counted in the October 1, 2008 Child Count as receiving early intervention services. Our records show that 90 children had Individual Family Service Plans on October 1, 2008. Fond du Lac County did not meet the target for percentage of children served. Based on this data, we served 2.46% of the Birth to 3 Population with the State target being 2.84%. In 2008, Fond du Lac County received 274 referrals to its Birth to 3 Program. 71 children were under one year of age, 125 children were between one and two years of age and 75 children were between 2 and 3 years of age, (3 referrals were over 3 years of age).

*SPP Indicator 7: % of eligible infants and toddlers with IFSPs for whom an evaluation and initial IFSP were conducted within the 45-day timeline. **Target 100%***

5. How many files did you review to determine if you are meeting the 45-day timeline?

There were 10 files reviewed to determine if the 45 day timeline was met. This number exceeded the required 10 percent. Files were chosen at random with consideration given to the age of the child, severity of developmental delay and/or disability, variety of services delivered, and distribution of the caseload with each Service Coordinator.

6. What % of infants and toddlers received an evaluation and initial IFSP within the 45-day timeline?

Of the files reviewed, 100% of children received an evaluation and initial IFSP within the 45-day timeline.

7. Provide the documented reasons for each case in which the 45 day timeline was not met?

Not Applicable.

State Outcome #2: Families receive individualized supports and services needed to enhance their child's development

*SPP Indicator 1. Percent of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner **Target 100%***

8. How many files did you review to determine if you are providing timely services?

10 files were reviewed to determine if Fond du Lac County is providing timely services.

8. Throughout their involvement in B-3, what is the total number of different services the children (whose files were reviewed) have received? (For each child, use all service pages of IFSP to determine [Example: child A received 3 different services, child B received 5 different services---started with 3 services and has added 2 new services while in B-3 --and child C received 2 different services = 10 total services]

For the 10 files reviewed, children received 26 different services.

9a. How many of these services were provided within 30 days?

There were 25 services provided within 30 days of the IFSP.

9b. How many children had all of their services begin within 30 days following parent signature for services on IFSP based on documentation in case notes, provider billing and other sources of information?

There were 9 children who had all of their services begin within 30 days following parent signature for services on the IFSP.

9c. What are the documented reasons if services began more than 30 days following parent signatures for services on the IFSP?

The IFSP Review Meeting was held on December 5, 2007 and the team decided to add Communication Services to the plan. Services were started on Monday, January 7, 2008. The team decided to start after the Holidays at the parent's request due to Mom's work schedule and vacation.

10. *Since July 1 of the current year*, how many of these services have been added, or, if a new child, how many services were received (total from all files reviewed)?

Since July 1, 2008, there were a total of 12 services added to IFSP's including those received by newly enrolled children.

10a. How many of these services were provided within 30 days?

All 12 services were provided within 30 days of the Individual Family Service Plan Team Meeting.

10b. Since July 1 of the current year, how many children had all of their added services begin within 30 days following parent signature for services on IFSP

based on documentation in case notes, provider billing and other sources of information?

Of the 10 files reviewed, 5 children (since July 1st of 2008) had all of their Services begin within 30 days following parent signature for services on the IFSP.

10c. What are the documented reasons if services began more than 30 days following parent signature for services on the IFSP?

Not Applicable

SPP Indicator 3. Percent of infants and toddlers with IFSPs who demonstrate improved

- *Positive social emotional skills*
- *Acquisition and use of knowledge and skills*
- *Use of appropriate behaviors to meet their needs*

11. How many files reviewed included children entering the program since July 1, 2007?
(or since you began collecting child outcome data)

Of the 10 files reviewed, 8 files included children who entered the program since July 1, 2007.

12. Number of Child Outcome Summary Forms completed for entry and in files (based on files reviewed)

There were 8 Child Outcome Summary Forms completed for entry and in files.

13. Number of Child Outcome Summary Forms for entry completed within 60 days of entry to the program (based on files reviewed).

Each of the 8 Child Outcome Summary Forms for entry were completed within 60 days of entry to the program (based on files reviewed).

14. How many files reviewed included children exiting the program that have entry data?

None of the files reviewed included children exiting the program with entry data.

15. Number of Child Outcome Summary Forms completed and in files for children exiting (based on files reviewed).

Based on files reviewed, there were no Child Outcome Summary Forms completed and in files for children exiting.

16. Number of Child Outcome Data Reports for entry completed within 60 days of exit

(based on files reviewed).

Based on files reviewed, there were no Child Outcome Data Reports for entry completed within 60 days of exit due to the ages of the children whose files were reviewed.

17. (Future Question 2009) What program strategies are you implementing to support improved outcomes based on summary entry and exit data?

*SPP Indicator 4. Percent of families participating in Part C who report that early intervention services have helped the family (a) know their rights, (b) communicate child's needs, and (c) help their child develop and learn. Targets are set based on a rating of a 5,6,or 7 on questions 16,17, & 18 from the ECO Family Survey. **Target:** (a) 95%, (b) 95%, (c) 95%*

18. Number of families surveyed (total of all surveys sent).

There were 2 surveys conducted.

Fond du Lac County participated in the State Family Outcomes Survey in September of 2008. A total of 82 surveys were sent out to families with current IFSPs.

Due to the low rate of return, Fond du Lac County Birth to 3 conducted another survey which was sent out on January 30, 2009 (see attached). A total of 115 surveys were sent out. This survey included children with current IFSP's and also children who turned three years of age after October 1, 2008.

19. Number of families that responded to survey?

In total, 12 families responded to the State Family Outcomes Survey with a return rate of 14%.

And, 33 families responded to the Fond du Lac County Birth to 3 Program Survey with a return rate of 28.7%.

20. Number and % percent of families that reported that early intervention helped their family in each of the following (ratings of 5, 6, &7 on ECO Family Survey):

- Know their rights

According to the State Survey, eight of twelve families responded that *Birth to 3* has done an excellent job of helping us know about our family's rights and 2 parents rated this item with a "5" or a good job with 83% reporting a positive response. One family responded that *Birth to 3* has not helped us know about our family's rights and one parent marked this item as neutral.

According to the Fond du Lac County Birth to 3 Program Survey, all 33 parents or 100% responded positively that they *received information on Parental Rights and know what to do and whom to contact if not satisfied with the Birth to 3 Program.*

- Communicate their child's need

According to the State Survey, Ten of 12 (83%) families surveyed reported that *Birth to 3 has done an excellent or good job of helping us effectively communicate our child's needs. Two families rated the question as neutral.*

This question was not asked in the County Survey.

- Help their child develop and learn

According to the State Survey, when parents were asked *To what extent has the Birth to 3 Program helped your child develop and learn* all 12 (100%) rated this item as good or excellent.

According to the County Survey, 100% of parents thought their *involvement with the Birth to 3 Program helped them to better understand their child's development and helped their child learn.*

State Outcome #3: Eligible children and families receive their early intervention services in natural environments.

SPP Indicator 2. Percent of infants and toddlers with IFSPs who primarily receive early intervention services in the home or programs for typically developing children Target 96.3%

21. How many files did you review for this self assessment?

Ten files were reviewed for this self assessment.

22. How many total services were identified in the IFSPs reviewed (total from all the files reviewed including initial IFSPs and IFSP reviews, should be same response as question #9)?

There were 26 total services identified in the IFSPs reviewed.

23. How many of the total services were delivered within natural environments?

All 26 services (100%) were delivered in natural environments.

24. Of the services not provided in natural environments, how many have a written justification that the child's outcomes would not be met if they were provided in

natural environments?

Not applicable.

State Outcome #4: Families receive early intervention services from trained and qualified providers. (Optional responses)

State Outcome #5: Transition planning results in supports and services that meet the needs of families by each child's third birthday.

*SPP Indicator 8. Percent of children exiting who received timely transition planning to support child's transition to preschool and other services. **Target 100%***

25. How many files did you review for this self assessment?

10 files were reviewed for this self assessment.

25a. How many files were from children who were 33 months of age or older?

There were 2 files of children who were 33 months of age or older.

25b. How many of these children were potentially eligible for early childhood special education?

There were 2 children potentially eligible for early childhood special education.

26. Of the files reviewed where children were 33 months of age or older, how many of their IFSPs include a written transition plan?

There were 2 files reviewed where children were 33 months of age or older and both included a written transition plan in their IFSP.

27. Of the files reviewed where children were 33 months of age or older and potentially eligible for early childhood special education, how many had Transition Planning Conferences that included the LEA 90 days before the 3rd birthday?

Of the 2 files reviewed, both children had Transition Planning Conferences that included the LEA at least 90 days before their 3rd birthday.

28. Provide the documented reasons for each case in which the Transition Planning Conference was not within the 90 days or more before the 3rd birthday?

Not Applicable

29. How is the LEA notified that a child is potentially eligible for special education?

There are 11 School Districts in Fond du Lac County. Each LEA receives a Non-identifiable Child Projection List in January and July. We are concurrently beginning to use the Program Participation System (PPS) for notification and electronic referrals to LEAs. For children who are not included on the Projection List, Service Coordinators call the LEA and provide non-identifiable information. LEA Notification is documented at the bottom of the initial case notes along with the 45 day timeline so that the Service Coordinator is reminded to notify LEA's of children who are not included in the Child Projection Lists sent to LEA's in January and July. In addition, we will begin using PPS for LEA notification of children not included in the non-identifiable list.

30. Of the files reviewed where the child was at least 33 months of age and potentially eligible for early childhood special education: how many children had documented LEA notification?

Of the files reviewed where the child was at least 33 months of age and potentially eligible for early childhood special education, 2 of the 2 children had documented LEA notification.

State Outcome #6: Adequate state, federal and private funds are available for early intervention services (optional responses)

State Outcome #7: The State Lead Agency effectively supports and supervises the implementation of the early intervention system.

*SPP Indicator 9. General supervision system identifies and corrects noncompliance as soon as possible but in no case later than one year from identification **Target 100%***

30. How does county supervise and support staff and provider agencies?

Fond du Lac County directly employs 4 Service Coordinators who are licensed teachers who also provide Special Instruction services. In addition, the County also employs a Program Director and provides supervision. A Program Assistant also works within the Program to provide support to staff. Fond du Lac County has assigned Fiscal Staff to provide support for processing and reporting billing and fiscal aspects related to the Program. Regularly scheduled Staff Meetings are held every other week and include Administrative Support Staff. Staff work in close proximity of each other and mentoring is supported and encouraged

Fond du Lac County contracts with several provider agencies to deliver early intervention services. An Interagency Agreement outlines service delivery expectations that support Fond du Lac County's Birth to 3 Vision and Mission Statements as well as the State of Wisconsin's Guiding Principles. . Contracted agencies participate in the Birth to 3 - Early Childhood Network Meetings which

are held twice a year and are well attended by many community partners. Provider Forums are held quarterly and include all early intervention service providers. Meetings are held over the lunch hour and serve to provide leadership and direction on issues specific to Fond du Lac County's Birth to 3 Program.

There is an evaluation process in place for conducting peer reviews of performance for both Contracted Providers and Fond du Lac County Staff. In addition, contracted agencies participate in planning Program Activities throughout the year.

32. What do you gather from the summary of your File Review Checklists about how your program is meeting all HFS 90 requirements?

The summary of Fond du Lac County's File Review Checklists shows that Fond du Lac County has successfully created standardized program protocols to assure that the process is consistent and compliant with State and Federal expectations. There is a process to assist Service Coordinators with managing files and meeting timelines and it is working. We began using the File Review Checklist in each child's file to help keep the process moving forward and to assist Service Coordinators in meeting program expectations and timelines.

33. How does the county assure that noncompliance findings are worked on and corrected in one year? Explain what your county did to resolve any Required Actions from the previous on-site review/focused monitoring.

Fond du Lac County is very proactive in assuring its Birth to 3 Program is in compliance with State and Federal requirements. Fond du Lac County keeps an eye on data and maintains steadfast effort in meeting State and Federal expectations. The way that the County assures that noncompliance findings are worked on and corrected in one year is through providing oversight of the Program by employing a Program Director and Service Coordinators. Fond du Lac County has a vested interest in the well being of children as evidenced by the amount of county funding in the Program. Fond du Lac County did not have any Required Actions or noncompliance findings identified as a result of the previous on-site review/focused monitoring.

34. How does the county identify and implement quality improvements?

Fond du Lac County surveys families on a regular basis as part of the Annual Self-Assessment process. In addition, exiting families are sent a Questionnaire regarding their participation in Fond du Lac County's Birth to 3 Program. Fond du Lac County Birth to 3 reviews its Program In Partnership Plan (PIPP) annually with our designated RESource Specialist, Rene Forsythe, and makes modifications in the plan toward improvement.

Fond du Lac County modifies Interagency Agreements and contracts to assure quality improvement measures are implemented. Provider Forums are held

Quarterly to support providers of early intervention services and to provide an avenue for their input. Discussions are held at Providers Forums to get feedback and exchange information relevant to quality improvement.

Staff meet regularly with their supervisor and have access to each other on a daily basis.

Staff attend Regional Meetings and attend pertinent trainings.

Families are provide information and encouraged to actively participate in the Program.

There are many avenues for identifying and implementing quality improvements. As a Program, we are dedicated to developing a responsive and effective early intervention system in keeping with our Mission and Vision:

***THE MISSION STATEMENT FOR FOND DU LAC COUNTY'S
BIRTH TO THREE PROGRAM:***

To enhance the family's ability to effectively meet the developmental needs of their child.

***THE VISION OF FOND DU LAC COUNTY'S
BIRTH TO THREE PROGRAM:***

Fond du Lac County's Birth to Three Program will:

- Work together with families to support the hopes and dreams they have for their children.***
- Assist families in accessing appropriate specialized services and resources in their home and community.***
- Assure the developmental potential of each child.***

35. How does the county make information about their program performance data (OSEP Indicators) available to the community/public?

Fond du Lac County Birth to 3 Program publishes a Quarterly Newsletter which often shares Program information with Families, Providers, Boards, Referral Contacts and Interested Others. The Newsletter is sent to 140 Community Partners as well as all participating Birth to 3 Families. The results of the Self-Assessment including the final Report (as well as performance data, Child Count Data, etc.) is shared with the Department of Community Programs Board, the Birth to 3 Early

Childhood Network, and Families. The Self- Assessment will be made available on Fond du Lac County's Website www.fdlco.wi.gov

Reflection on the Process: in addition to the response to each of the required questions, provide brief reflection on what you learned through the process. This can be done as a summary for the complete process or reflections on individual questions or groups of questions. A guiding question as you reflect on the self assessment process is "does this data reflect what you think you are doing?"

- What did you learn about your program? How does the data inform you?

We learned that we continue to need to focus on serving children less than one year of age. We have placed so much effort on creating an informed referral network for identifying children under the age of one we are surprised that we have not identified more children. Fond du Lac County's October 1 Child Count Data seems to always find us short of meeting the target for serving children under the age of one. The data tells us that in Fond du Lac County 5.68% of children under the age of one year are referred to the Birth to 3 Program. A total of 71 children (out of a population of 1250) were referred. In 2008, we evaluated 20 children less than one year of age.

In the area of transition planning, the data tells us that 100% of children received transition planning more than 90 days before their 3rd birthdays. We also learned that we are meeting critical timelines such as starting services within 30 days of the IFSP Team Meeting and that children have IFSP's in place within 45 days of referral. Although we have met the Federal Requirements all along, it is helpful to reflect on how well we do our work. Children and Families depend on us to do our jobs well.

The data tells us that we continue to have to work on helping families know their Rights and to recognize their Rights when they are given to them. The File Review Checklist data indicates that 100% of families receive their Rights. The State Survey reports that only 75% *know what to do if not satisfied*. The Survey also reports that 83% of families think *the program helped them understand their rights*. We need to do more than just give parents a copy of their Rights.

In addition, based on the response from families to the State Family Survey, we learned we are making a difference. Families value their participation in Fond du Lac County's Birth to 3 Program. The data from the Family Survey suggests:

- 82% understand their child's development**
- 83% know about their child's special needs**
- 83% are able to tell their child is making progress**
- 83% know what programs and services are available**
- 91% are comfortable in participating in meetings with professionals**
- 75% know what to do if they are not satisfied**
- 83% describe they are able to help their child develop and learn**

- 75% know how to help their child learn to behave**
- 92% know how to help their child practice a new skill**
- 92% have someone they trust to talk with and will listen to them**
- 50% have someone they can call on when they need help with things**
- 75% are able to do things they enjoy**
- 100% describe excellent medical care for their children**
- 25% describe good to excellent child care for their child**
- 45% participate in community/religious or social activities**
- 83% the program helped them understand their rights**
- 83% family has been helped to communicate child's needs**
- 100% think the program has helped family to be able to help child learn and develop**
- 73% are prepared for their child's transition from birth to three**

- What is working well?

In looking at the past year, Staff identified many program areas are working well:

- **Data shows that Fond du Lac County has successfully been able to facilitate Transition Planning Conferences more than 90 days before a child's 3rd birthday for 100% of children**
- **Strong Partnerships with providers and community partners maximizes resources and expertise**
- **Families feel supported**
- **Children are successfully achieving outcomes**
- **The County Team works well together**
- **Offices have been relocated and the work environment has greatly improved**
- **There is a county-wide interest and emphasis in promoting the social and emotional well being of children of which the Birth to 3 Program is involved in and provides leadership (Infant Mental Health Summit)**
- **Staff trainings are supported and encouraged**
- **Fond du Lac County has a standardized process for Service Coordinators**
- **There is a strong Informed Referral Network**
- **The Program has access to many resources and tools**
- **The County Birth to 3 Program has a Lending Library**
- **Protocols exist to support Services Coordinators in the challenges of their work**
- **Providers are supported**
- **Providers receive payment for non-billable time such as consultation and travel**
- **Fond du Lac County Birth to 3 monitors children who have the potential to fall behind in meeting developmental milestones**
- **Program focuses on timelines and provides support for meeting timelines**

Fond du Lac County families also had an opportunity to provide input and identify what is working well in Fond du Lac County's Birth to 3 Program.

In February of 2009, 115 Program Evaluation Forms were sent out to current and past participating families. As of March 2nd, 33 families responded.

When asked, “I think the Birth to 3 Program has done the following well:” families answered:

- * Sending specialists who are flexible, caring and became part of the family in a sense.**
- * They treat our child and family with dignity and respect.**
- * Setting up services and working around my schedule.**
- * Helped us better with our preemie baby – seems to understand us better than the doctors.**
- * An overall terrific experience for the whole family ... our child rushes to the door for our therapists.**
- * Informed me how I can help my child and worked with us as a team.**
- * Helped us meet many of our goals with our son.**
- * Help me to help my child.**
- * Relate to our individual family needs, especially our son’s needs.**
- * Listened to my needs when my son didn’t mesh with one of the therapists – we came up with a nice alternative.**
- * The Service Coordinator was the one person who thought Jacob would benefit from having a hearing test and he did. He now has a hearing aid in his right ear. Thank you!!**
- * Staff is excellent with my child – very outgoing and energetic.**
- * Met the needs of my child very well.**
- * Gotten myself and other members of my family to understand and help my child.**
- * Always great communication. Nice people – smiles – positive.**
- * They are very respectful and very positive when it comes to the need of my child.**
- * Everything from communication to services offered. Everyone is friendly and understanding.**
- * Finding nice, caring and outgoing people to work with families.**
- * Demonstrated a genuine interest in our child as a whole person, as well as consideration for the needs of the family.**
- * Targeting what works and what does not work with my child to improve skills.**

- * Have nothing but positive things to say regarding the program.**
- * Respond to son's unique needs.**
- * Coordinate the needed therapies for my son and how many times he should be seen by his therapists.**
- * Met my child's needs and she came so far along with development.**
- * Working with my daughter. She is doing more things now.**
- * Training our daughter helped us a lot!**
- * Speech therapy, kids with texture issues (feeding). Explaining new techniques to get my child to talk more and eat more. Feedback from each visit – this is wonderful!**

- What contributed to these results?**

Foremost, as a Program we realize that we have the extraordinary expertise and dedication of individuals working in Fond du Lac County's Birth to 3 Program. We focus on building relationships through regular meetings and shared decision making and strong partnerships.

- What actions do we need to take to continuously improve?**

In response to the question "I felt the Birth to 3 Program could have done the following to better meet our needs" families answered:

- * Everything is great.**
- * They did fine. I am appreciative of all they have done.**
- * Everything went well. All visits from Service Coordinator were productive, as well as helpful and encouraging.**
- * Have more time to be able to get to the appointments on time.**
- * Brought breakfast and coffee on occasion.**
- * To be able to maybe go a little farther past 3 on some of the motor skills.**

Additional Comments:

- * Our therapists really connected with our son with real advice and activities that make a difference within days. They were so in tune with his individual personality and knew what would work for him. I give praise to your program to any parent that has told me of their child's speech. Thank you.**

*** The therapist interacts well with our son. He looks forward to seeing her every week. She has done an excellent job.**

*** I feel blessed with working with such wonderful therapists and teachers. Thank you all!**

*** Thank you from the bottom of my heart. The Service Coordinator was wonderful and so kind.**

*** Thank you so much for providing services.**

*** The Physical Therapist was wonderful!!**

*** Thank you so much for being a part of the success of my child's well being.**

*** The Occupational Therapist is wonderful, having a sensory child herself, she responds awesome to our son.**

*** We feel that we could have used an Occupational Therapist sooner, for sensory skills.**

Staff are great to work with. My daughter has really made nice progress working with both of them. Thank you!

In order to continuously improve, we need to stay focused on the process, continue to sustain our relationships with our community partners, and continue to build a network of supports for children with developmental concerns and their families. Staff turnover in the past years has shown us that we need to be supportive of staff who work day in and day out to support children and families and we need to provide the support they need to do their jobs as well.

- **What technical assistance do you need from Resource/State?**

Fond du Lac County Birth to Three Staff have identified the need for Technical Assistance related to:

- **Monitoring data**
- **the Office of Special Education Programs Outcomes**
- **the Program Participation System**
- **Transition Agreements with LEA's and Head Start**
- **Updated Transition Agreement between Birth to 3 and The Department of Public Instruction and Head Start**
- **Creating a Provider Handbook for use in 2009**
- **Creating an Exit Survey**
- **Creating protocols for the use of interpreters in early intervention settings**
- **Meeting the Department of Public Instruction licensing requirements in early intervention settings**

Optional Responses

State Outcome #4: Families receive early intervention services from trained and qualified providers.

- What is the caseload for Service Coordinators?
- How do you insure that staff and contracted staff receive the required annual training?
- How does your county assure that the organizational structure supports the accomplishment of early intervention goals and objectives?
- How does your county assure that all required functions are carried out by qualified staff?
- How does your county address recruitment and retention of staff?

State Outcome #6: Adequate state, federal and private funds are available for early intervention services

- Who is involved in fiscal discussions?
- How much was spent on administration of Birth to 3 Program in the last calendar year and how much is budgeted for the current year?
- What percent are administrative costs of your total B-3 budget?
- Has there been a fiscal analysis on your program, what expenses and revenues are included?
- How do you monitor expenditures and revenues of contracted providers?
- Describe procedures for claiming MA case management revenue, MA, and accessing private insurance.
- How much was collected in the last calendar year?
- How has the county made use of the enhanced rate for therapies provided in a natural environment?
- If therapy providers are directly receiving the enhanced reimbursement, how do contracts reflect these resources and are there any expectations related?
- If the payments come into the county, how is it used?
- What changes have you made in recent years to improve your fiscal status?